

6:00 PM

**CITY OF KINGMAN
MUNICIPAL UTILITY COMMISSION
AGENDA**

Thursday, May 27, 2010

**KINGMAN CITY COUNCIL CHAMBERS
310 NORTH FOURTH STREET, KINGMAN, AZ**

Call to order/roll call

Members: David Amspoker
Brooke Fix-Chairman
Macrae Glass
Dustin Lewis

Kathleen Murray
Richard Salmonsens-Vice Chairman
Marvin Yarbrough
Ray Lyons, Council Liaison

MOTION to APPROVE - MUC minutes of April 22, 2010

OLD BUSINESS:

1. None.

NEW BUSINESS:

2. Review and Recommendation of request for water bill dispute by Donald P Benway for his apartment building located at 301 Copper Street.
3. Consideration and discussion of comments from the public. Those wishing to address the Commission need not request permission in advance. Action taken as a result of public comment will be limited to directing staff to study the matter or rescheduling the matter for further consideration and decision at a later date, pursuant to ARS 38.431 et al.

NOTE: Any item recommended for approval on this agenda will go to Council for final review on June 21, 2010. Should the recommendation be denial, it is the responsibility of the applicant to request an appeal from City Council.

ANYONE REQUIRING SPECIAL ASSISTANCE AND/OR ACCOMMODATIONS AT THE PUBLIC MEETING SHOULD CONTACT THE CITY ENGINEERING DEPARTMENT AT 928-753-8122 AT LEAST 24 HOURS IN ADVANCE, SO THAT APPROPRIATE ARRANGEMENTS CAN BE MADE.



**HAVE A HAPPY AND SAFE MEMORIAL DAY
CITY OFFICES WILL BE CLOSED MONDAY, MAY 31, 2010**

Posted 5/14/2010 by Susan Dugo

CITY OF KINGMAN
MUNICIPAL UTILITY COMMISSION
MINUTES

April 22, 2010 @ 6:00

MEMBERS PRESENT: David Amspoker, Macrae Glass, Richard Salmonsens, Brooke Fix, Dustin Lewis, Kathleen Murray, Marvin Yarbrough

MEMBERS ABSENT: None

STAFF PRESENT: Greg Henry, Rob Owen, Trinna Ware, Melody McGeorge, Susan Dugo

OTHERS: Jaimini Upadhyaya, Linda Kaufman

Chairman Brooke Fix called the meeting to order at 5:59 PM.

MOTION to APPROVE – MUC Minutes of January 28, 2010.

MOTION: Commissioner Salmonsens moved to approve the minutes of January 28, 2010. Commissioner Glass SECONDED the MOTION. MOTION carried, 7:0.

OLD BUSINESS:

1. None.

Engineer Greg Henry introduced Susan Dugo, the new Recording Secretary who has replaced Linda Kaufman due to retirement. Also Melody McGeorge.

Roll call was taken reflecting 7 commissioners present. Council Liaison Ray Lyons was not present.

Chairman Fix said although we didn't have any old business on the agenda he wanted to mention there was a lot new, as this was the first time he was in the position of Chairman, Susan Dugo being new and 2 new members, Dustin Lewis and Kathleen Murray now on the board as well as his first meeting with them.

NEW BUSINESS:

2. **Review and Recommendation of request for water service to a subdivision of 4 commercial parcels, (310-21-073, 310-34-084, 310-39-108, 310-38-001) Long Mountain Business Park, by Lingenfelter Investments, owner/applicant, Mohave Engineering Associates, Inc./agent.**

Chairman Fix asked if any of the Commissioners had any questions or discussion regarding item number 2 on the agenda.

MOTION: Commissioner Glass moved to approve water service to the subdivision with the conditions that the site plans showing access and final lot lines be submitted to the City at the time of water meter request. Also the condition that fire hydrants be located and installed in accordance with the Kingman Fire Department and the Kingman Utility Regulations. Commissioner Amspoker **SECONDED** the **MOTION**. **MOTION** carried, 7:0.

Resolution # 4678

3. **Review and Recommendation of request for water service to an unsubdivided parcel (310-21-061) by Lingenfelter Investments, owner/applicant, Mohave Engineering Associates, Inc., Agent**

MOTION: Vice Chairman Salmonsens moved to approve item number 3 following the recommendations of staff. Kathleen Murray **SECONDED** the **MOTION**. **MOTION** carried, 7:0.

Resolution # 4679

4. **Consideration and discussion of comments from the public. Those wishing to address the Commission need not request permission in advance. Action taken as a result of public comment will be limited to directing staff to study the matter or rescheduling 4 the matter for further consideration and decision at a later date, pursuant to ARS 38.431 et al.**

Meeting adjourned at 6:04 PM



City of Kingman

Utility Service Application for Review

Municipal Utilities Commission

Phone: 928-753-8122

Fax: 928-753-8118

Web Site: www.cityofkingman.gov

Action Requested:

Date: April 4, 2010

☐ Water Service to Unsubdivided Parcel (\$250 application fee)

☐ Water Service to Subdivision (\$250 application fee)

☒ Other (Please explain)

Reduction due to discrimination
see enclosed

Applicant Name:

Donald P Benway

Email:

Address:

P O Box 4687
Palm Springs, CA 92263

Phone:

760 3252575

Fax:

Agent Name:

Address:

Email:

Phone:

Fax:

Site Address or Legal Description (If Applicable):

301 Copper St
Kingman, AZ

Assessor's Parcel # (If Applicable):

Proposed Facility or Use for Water Request:

Applicant's Signature:

Donald P Benway

THE FOLLOWING MUST BE PROVIDED WITH APPLICATION FOR WATER SERVICE REQUIRING WATER EXTENSION:

Preliminary Engineering Plan of the Proposed Water System Extension by Registered Engineer licensed in Arizona
Include the following:

1. Description of area to be served
2. Preliminary layout of the proposed system extension
3. Proposed connection point(s) to the existing water system
4. Evaluation of the extension ability to meet the City's flow and pressure requirements for domestic service and fire protection
5. If a new water pressure zone is required, a description of the storage and pumping facilities proposed.

FOR OFFICE USE ONLY

Fee Paid:

0

Check #:

n/a

Date:

4/30/10

Receipt#:

Initials:

lll

C.O.K Project #:

ENG 10-008

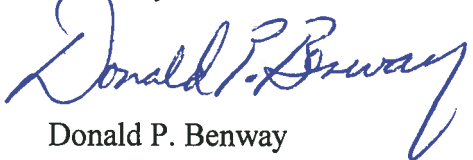
P. O. Box 4697\
Palm Springs, Ca 92263
April 24, 2010

Municipal Utilities Commission
310 N. 4th Street
Kingman, Arizona 86401

Ladies and Gentlemen:

Due to water leakages at my apartments at 301 Copper Street, Kingman, AZ , adjustments were made for sewer but not for water consumed. Adjustments are made for single family residential at \$1.08 per 1000 gallons. Because of a tiered system. I see this as unfair and discriminatory and a break should also be given to me in these challenging economic times. With 10 evaporative coolers problems crop up and vacancies left two leaky toilets. I had these problems fixed as soon as discovered. I try to save water as much as possible as I realize the importance of conserving this most vital resource.

Sincerely,


Donald P. Benway

CITY OF KINGMAN MUNICIPAL UTILITIES COMMISSION



TO: Municipal Utilities Commission

FROM: Trinna Ware, Finance Administrator

MEETING DATE: May 27, 2010

AGENDA SUBJECT: Disputed Bill - Benway 301 Copper Street

SUMMARY:

In January Mr. Benway contacted the City's customer service department about a large bill for his apartment building located at 301 Copper Street. He stated that our read had to be wrong and requested a re-check. At that time he was informed if there was a leak when he provided documentation showing the leak was fixed we could adjust the sewer. He stated that he had a leak in June and he would like an adjustment for this too. A recheck was performed and the results were the read was correct and there were no signs of an active leak. Mr. Benway was informed of the results. The City received documentation in the mail from Mr. Benway indicating a number of leaks were fixed in June 2009, and swamp cooler leaks were fixed and winterized in December 2009. An adjustment was given for sewer in the amount of \$97.91 for the May usage and \$127.23 for December usage.

The City received an additional request for an adjustment in February stating two toilets were found to be leaking. An additional sewer adjustment was given for the January 2010 usage of \$109.47.

Mr. Benway contacted our office in March and requested that in addition to the \$334.61 adjustment given on the sewer, the City should write-off/adjust 50% of the water due to the leaks. He was advised that the City could adjust usage to the lowest tiered rate but not adjust off usage. He was informed that for commercial properties there is not a tiered rate structure and that his rate is already lower than the single family residential rates therefore no adjustment was available.

STAFF RECOMMENDATION:

No further adjustment is available with the current rate structure for apartment units and per regulation 3.1 (b) the customer shall pay for all metered water.

CONTINUED ON NEXT PAGE

Signature of Dept. Head

AGENDA ITEM:

2



Page 2

ATTACHMENT:

- Copy of the letter sent to Mr. Benway summarizing sewer adjustments made to his account and water rates in our regulations.
- Municipal Utility Regulations Article VI excerpts - rates and charges.
- Municipal Utility Regulations Article III excerpts - 3.1 (B); 3.2
- Water consumption history.
- Documentation provided by Mr. Benway requesting an adjustment and copies of receipts showing 2 of the leaks were fixed.
- Work orders for meter read re-checks - customer's request.
- Calculations for sewer adjustments for the 3 months of leaks.
- Three work orders requesting abatement pick-ups at the apartment location. Trash picked up at no charge.

Signature of Dept. Head

AGENDA ITEM:

2

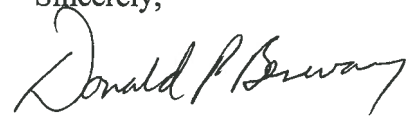
P. O. Box 4697\
Palm Springs, Ca 92263
April 24, 2010

Municipal Utilities Commission
310 N. 4th Street
Kingman, Arizona 86401

Ladies and Gentlemen:

Due to water leakages at my apartments at 301 Copper Street, Kingman, AZ , adjustments were made for sewer but not for water consumed. Adjustments are made for single family residential at \$1.08 per 1000 gallons. Because of a tiered system. I see this as unfair and discriminatory and a break should also be given to me in these challenging economic times. With 10 evaporative coolers problems crop up and vacancies left two leaky toilets. I had these problems fixed as soon as discovered. I try to save water as much as possible as I realize the importance of conserving this most vital resource.

Sincerely,



Donald P. Benway



City of Kingman

310 NORTH FOURTH STREET • KINGMAN • ARIZONA • 86401 • 928 • 753-5561
www.cityofkingman.gov

March 23, 2010

Mr. Donald Benway
P.O. Box 4697
Palm Springs, CA 92263

Re: Account 66402-941, 301 Copper Street, Kingman, Arizona

Dear Mr. Benway:

Thank you for giving me the opportunity to research and respond to your inquiry about billing adjustments for water and sewer service at 301 Copper Street.

To summarize our conversation, there were three water leaks that occurred at your apartment complex located at 301 Copper Street during May 2009, December 2009 and January 2010. Since water leaks do not typically flow into the sewer system, we were able to provide you with a sewer adjustment as follows:

- -\$97.91 for May water leak
- -\$127.23 for December water leak
- -\$109.47 for January water leak
- -\$334.61 Total credit for all 3 months

You also inquired about receiving a credit for water consumption similar to the manner we would handle a water leak at a single family residence. We advised we do not adjust or credit water consumption for any class code including single family residences, because the water actually went through the meter. However, we do provide single family residences an adjustment to bring the rate charged on excess usage created by a water leak to the lowest tiered rate for their average usage (from \$3.24 per 1000 gallons to \$2.16 per 1000 gallons). We do this because single family residences have tiered rates. In your case, an apartment unit is classified by the Arizona Department of Environmental Quality as a separate class from single family residential and the apartment rate on water usage is 1) not tiered; and 2) the rate is lower than single family residential (apartment rate is \$1.94 for all usage per 1000 gallons). Consequently, we cannot lower the rate we charged your account for the water leak because the rate you were charged is already the lowest rate possible. The rate you were charged is \$1.94 per 1000 gallons; the adjusted rate you would be charged if your apartment units were classified as single family residential would have been \$2.16 per 1000 gallons.

I am attaching excerpts from the City of Kingman Municipal Utilities Regulations including the water and sewer rates as well as an application to appeal your position to the Municipal Utilities Commission. As stated in our telephone conversation, your application for appeal will need to be returned to the Municipal Utilities Commission, 310 N. 4th Street, Kingman, AZ 86401, on or before April 8, 2010.

Thank you for taking the time to let us know of your concerns. Please feel free to contact me or any of our utility billing staff with any additional questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Coral Loyd". The signature is fluid and cursive, with the first name "Coral" and last name "Loyd" clearly distinguishable.

Coral Loyd
Financial Services Director

C: Greg Henry, Staff Liaison for Municipal Utilities Commission
Trinna Ware, Finance Administrator
Customer Service File

ARTICLE VI: FEES---RATES AND CHARGES

- | | |
|--|------|
| Capital Renewal Fee | 3.34 |
| All Usage gallons, per thousand gallons | 1.94 |
| [Ord. 1493 9/1/05; Ord. 1565 2/1/07; Ord. 1641 2/1/09] | |
4. Outside (Non Residential) City Limits:
- | | |
|--|---------|
| Base Service Charge Fee | \$10.37 |
| Capital Renewal Fee | 3.34 |
| All usage gallons, per thousand gallons | 2.63 |
| [Ord. 1493 9/1/05; Ord. 1565 2/1/07; Ord. 1641 2/1/09] | |
5. Inside (Irrigation) City Limits:
- | | |
|--|--------|
| Base Service Charge Fee | \$8.21 |
| Capital Renewal Fee | 3.34 |
| 0-200,000 gallons, per thousand gallons | 2.16 |
| Over 200,000 gallons, per thousand gallons | 3.24 |
| [Ord. 1493 9/1/05; Ord. 1565 2/1/07; Ord. 1641 2/1/09] | |
6. Outside (Irrigation) City Limits:
- | | |
|--|---------|
| Base Service Charge Fee | \$10.37 |
| Capital Renewal Fee | 3.34 |
| 0-200,000 gallons, per thousand gallons | 2.92 |
| Over 200,000 gallons, per thousand gallons | 4.38 |
| [Ord. 1493 9/1/05; Ord. 1565 2/1/07; Ord. 1641 2/1/09] | |
7. Special Meter Reading Rates
- \$25.00 for all customer requested special readings. The first reading will be a courtesy inspection at no charge; all subsequent readings within the next 12 months will be charged. Customers will be notified of the charge at the time a special reading is requested. (Ord 996, Jan 94)
- If, however, the special reading discloses that the meter reading was in error, there will be no charge.
8. Testing Deposit
- | | |
|--|---------|
| The deposit for covering the costs of testing the meter shall be | \$50.00 |
|--|---------|
9. Piggybacking:
- | | |
|--|---------|
| a. A minimum monthly charge for each unmetered connection | \$10.37 |
| and a capital renewal fee for each unmetered connection | 3.34 |
| b. Water rate for total gallons flowing through the one meter: | |
| 0-10,000 gallons, per thousand gallons | \$2.32 |
| 10,001-45,000 gallons, per thousand gallons | 2.92 |
| Over 45,000 gallons, per thousand gallons | 4.38 |

ARTICLE VI: FEES---RATES AND CHARGES

- (c) Normal system component replacement expenses may be paid out of the Capital Renewal Fund.
- (d) System improvements may be paid out of the Capital Renewal Fund or debt financed with the annual debt service to be paid by system revenues.
- (e) System expansion may be financed from the System Expansion Fund or from contributions in aid of construction including bonds, grants, the General Fund or other funding sources.
- (f) Any or all capital costs may be financed with federal or state grants.

B. Sanitation

Monies raised from rates charged from sanitation service shall be 100% of the sanitation system costs. (Ord 744, 6/5/89)

- C. The city shall not be charged for Sanitation services. (Ord. 927, 15Jun92) (Ord 744, 6/5/89; Ord 772, 11/20/89, Ord 943 5/Oct92) (Ord 996, Jan 94)

6.2 WATER LINE [WATER LINE DEVELOPMENT FEE was repealed by Ord. 714, 8/1/88]

A. Deposits

Single Family Residential	\$100.00 (applies to any or all services) (Ord 996, Jan 94)(Ord 1027, Mar95)
Other	According to 2.8 B.2.

B. Rates

1. Inside (Residential) City Limits:

Base Service Charge Fee	\$8.21
Capital Renewal Fee	3.34
0-10,000 gallons, per thousand gallons	1.72
10,001-45,000 gallons, per thousand gallons	2.16
Over 45,000 gallons, per thousand gallon	3.24

[Ord 744 06/05/89; Ord 760 08/21/89; Ord 1439 08/16/04; Ord. 1493 9/1/05; Ord. 1565 2/1/07; Ord. 1641 2/1/09]

2. Outside (Residential) City Limits:

Base Service Charge Fee	\$10.37
Capital Renewal Fee	3.34
0-10,000 gallons, per thousand gallons	2.32
10,001-45,000 gallons, per thousand gallons	2.92
Over 45,000 gallons, per thousand gallons	4.38

[Ord 744 06/05/89; Ord 760 08/21/89; Ord 1439 08/16/04; Ord. 1493 9/1/05; Ord. 1565 2/1/07; Ord. 1641 2/1/09]

3. Inside (Non Residential) City Limits:

Base Service Charge Fee	\$8.21
-------------------------	--------

ARTICLE VI: FEES---RATES AND CHARGES

TABLE A
SEWER USER CHARGE RATES

STANDARD CLASSIFICATIONS	CHARACTER/STRENGTH			COST PER 1000 GALLONS		
	BOD, ppm	SS, ppm	FLOW	BOD	SS	TOTAL
RESIDENTIAL	187.5	187.5	\$0.938	\$0.484	\$0.511	\$1.933
AUTO STEAM CLEAN	1150	1250	\$0.938	\$2.982	\$3.407	\$7.327
BAKERY WHOLESALE	1000	600	\$0.938	\$2.593	\$1.633	\$5.164
BARS WITHOUT DINING	200	200	\$0.938	\$0.515	\$0.546	\$1.999
CAR WASH	20	150	\$0.938	\$0.049	\$0.409	\$1.396
DEPARTMENT/RETAIL STORES	150	150	\$0.938	\$0.386	\$0.409	\$1.733
HOSPITAL/CONVALESCENT	250	100	\$0.938	\$0.647	\$0.274	\$1.859
HOTEL/MOTEL WITH DINING	500	600	\$0.938	\$1.292	\$1.637	\$3.867
HOTEL/MOTEL WITHOUT DINING	310	120	\$0.938	\$0.802	\$0.326	\$2.066
INDUSTRIAL LAUNDRY	670	680	\$0.938	\$1.739	\$1.852	\$4.529
LAUNDROMAT	150	110	\$0.938	\$0.386	\$0.301	\$1.625
COMMERCIAL LAUNDRY	450	240	\$0.938	\$1.165	\$0.653	\$2.756
MARKET W/ GARBAGE DISPOSAL	800	800	\$0.938	\$2.073	\$2.182	\$5.193
MORTUARIES	800	800	\$0.938	\$2.073	\$2.182	\$5.193
PROFESSIONAL OFFICE	130	80	\$0.938	\$0.336	\$0.216	\$1.490
REPAIR SHOP/SERVICE STATION	180	280	\$0.938	\$0.465	\$0.761	\$2.164
RESTAURANT	1100	600	\$0.938	\$2.848	\$1.638	\$5.424
SCHOOL/COLLEGE	130	100	\$0.938	\$0.336	\$0.270	\$1.544
SOFT WATER SERVICE	3	55	\$0.938	\$0.009	\$0.151	\$1.098
GOVERNMENT/PUBLIC BUILDINGS	130	80	\$0.938	\$0.336	\$0.216	\$1.490
CHURCHES	130	100	\$0.938	\$0.336	\$0.270	\$1.544
APARTMENTS	200	200	\$0.938	\$0.515	\$0.546	\$1.999
MOBILE HOME PARKS	200	200	\$0.938	\$0.515	\$0.546	\$1.999
STORAGE, WHOLESALE	150	150	\$0.938	\$0.386	\$0.409	\$1.733
INDUSTRIAL MANUFACTURING	200	200	\$0.938	\$0.515	\$0.546	\$1.999
JAIL	500	600	\$0.938	\$1.292	\$1.637	\$3.867
SEPTAGE	5400	12000	\$0.938	\$14.013	\$32.746	\$47.697

(\$2.50 per month fee for sewer availability repealed Ord. 1047, 05June 1995) [Ord 1439 08/16/04; Ord. 1493 9/1/05; Ord. 1565 2/1/05; Ord. 1641 2/1/09]

ARTICLE III: WATER SYSTEM

3.1 METERS

A. Property of the City

All meters, when set, shall remain the permanent property of the City.

B. Use

All water sold by the City shall be metered, and meters shall be set and maintained by the Utilities Superintendent. The customer shall pay for all metered water.

C. Suitable Placement

The Utilities Superintendent may install a water meter on the property line or on the customer's property in such location as deemed necessary and which will be conveniently accessible to meter readers. The customer shall provide sufficient and proper space in a suitable location for the installation of the meter. The Utilities Superintendent is further authorized to install the water meter in an alley, easement, or any adjacent public property.

D. Single Metering System

Pipes and equipment for water service belonging to the customer shall be so arranged to permit the placing of a single water meter connection for that property. If the pipes and equipment belonging to the customer are not arranged to permit such placement of a meter connection, and additional meters or connections are required, each such additional meter or connection shall be considered as an additional account and shall be so billed.

E. Grouping of Meters

When two or more meters are installed in the same location for different customers, each shall be clearly marked as to which customer it serves.

F. Relocation of Existing Meter

When a meter is relocated at the customer's request, the customer shall pay the costs of the relocation.

G. Customer Damage of Meter

The customer shall exercise reasonable care to prevent meters or other property of the City which may be located on or adjacent to his premises from being damaged or destroyed.

ARTICLE III: WATER SYSTEM

H. Allowable Accuracy

All meters will be pre-certified as to their accuracy prior to being installed. No meter will be placed in service or allowed to remain in service which has an error in registration in excess of two (2%) percent under conditions of normal operation.

3.2 LEAKAGE

Customers are responsible for all damages caused by leaks from the service pipes leading from the customer's side of the meter to the premises served.

3.3 SERVICE CONNECTIONS

A. Conditions

1. No water connection will be made unless, at the time of the request, a complete water connection can be made within sixty (60) days from the date of the request. A complete water connection cannot be made unless an adequate supply line, approved by the utilities Superintendent, is in place at the site of the requested water connection, compliance with all provisions of these regulations is shown by the requesting party, and all utility connection fees have been paid.
2. Service connections to transmission mains will not be allowed. (Ord 853R, 02/04/91)

B. Public Right-of-Way

All connections to the City's water system shall be approved and supervised by the Utilities Superintendent, and shall

1. be made in a public right-of-way adjacent to the parcel being served, or
2. in an open public utility easement adjacent to the parcel being served with prior approval of the Utilities Superintendent.

With prior approval by the Utilities Superintendent, lots on cul-de-sacs less than 150 feet deep, with no possibility of extension, may be served by connections to a main in the connecting street. (Ord 840, 8/6/90)

C. Separate Service Lines

1. A separate and independent service line and meter shall be provided to every building or structure. Water service shall be disconnected to any customer who violates this section after the effective date of these regulations.
2. Where one building stands at the rear of another on a lot which cannot be subdivided

City of Kingman Municipal Water
Customer/Location Consumption History Inquiry

4/29/10
11:58:11

Customer ID: 66402 Name: BENWAY, DONALD P
Location ID: 941 Addr: 301 COPPER STREET
Cycle/Route: 01 05
Initiation date : 11/02/04
Termination date: 0/00/00

Amount due: \$187.57
Pending : \$.00
Customer status: A Customer/Location status: A

Type options, press Enter.

1=Select 5=View detail 6=Display comment codes

Service	Reading	Actual	Actual	Meter	Est	Cmnt
Opt Code	Type	Date	Consumption	Demand	Days	Number
—	WA	REG	4/01/10	28.30	.00	31 59343676
—	WA	REG	3/01/10	25.95	.00	28 59343676
—	WA	REG	2/01/10	62.49	.00	28 59343676
—	WA	REG	1/04/10	63.41	.00	35 59343676
—	WA	REG	11/30/09	17.16	.00	31 59343676
—	WA	REG	10/30/09	19.71	.00	29 59343676
—	WA	REG	10/01/09	25.42	.00	30 59343676
—	WA	REG	9/01/09	32.59	.00	29 59343676

+

F3=Exit F5=Print history
F8=Pending/history trans

F6=Meter inventory
F9=Budget trans

F7=Meter svc info
F24=More keys

City of Kingman Municipal Water
Customer/Location Consumption History Inquiry

4/29/10
09:54:04

Customer ID: 66402 Name: BENWAY, DONALD P
Location ID: 941 Addr: 301 COPPER STREET
Cycle/Route: 01 05 Amount due: \$187.57
Initiation date : 11/02/04 Pending : \$.00
Termination date: 0/00/00 Customer status: A Customer/Location status: A

Type options, press Enter.

1=Select 5=View detail 6=Display comment codes

Service	Reading	Actual	Actual	Meter	Est	Cmnt
Opt Code	Type	Date	Consumption	Demand	Days	Number
—	WA	REG	8/03/09	43.21	.00	33 59343676
—	WA	REG	7/01/09	57.87	.00	30 59343676
—	WA	REG	6/01/09	106.98	.00	32 59343676
—	WA	REG	4/30/09	23.88	.00	29 59343676
—	WA	REG	4/01/09	25.90	.00	30 59343676
—	WA	REG	3/02/09	24.88	.00	29 59343676
—	WA	ADJ	2/01/09	27.23	.00	30 59343676
—	C WA	REG	1/30/09	27.23	.00	28 59343676

+

F3=Exit F5=Print history F6=Meter inventory F7=Meter svc info
F8=Pending/history trans F9=Budget trans F24=More keys

Jan 9, 2010

P O Box 4697

Palm Springs, CA 92263

(760) 325 2575

City of Kingman

Water, Sewer Sanitation Dept

310 N. 4th St

Kingman AZ 86401

Ladies & Gentlemen:

I have had two severe leaks in evaporative coolers on the roof of my apartment (301 Copper St.) this year.

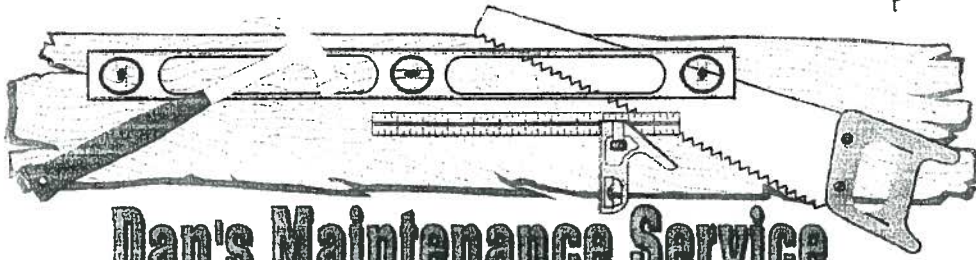
One caused the water bill to go up astronomically in June²⁰⁰⁹ and Jan²⁰¹⁰. Please adjust for the sewer. Unfortunately these leaks flood the expansive roof and go undetected for long periods of time. Enclosed are bills for new evaporative cooler because one leaked ^{major May & June 09} and ~~leakage~~ plumbing bill

for leakage in Dec 09 for billing 11/30/09 - 1/04/10. Thank You for adjustment as this is a horrible time for rent my apartments and these bills which are double the normal put a real financial burden on me. I've had to reduce rents and with vacancies I can not cover my costs as it is.

Sincerely
Donald P. Brumby

2

City of Kingman
Bus. Lic
5556



Dan's Maintenance Service

2511 Via Arroyo, Bullhead City, Az. 86442

6/25/09

Copper Apts
Kingman Ariz.

Apt
9

Repair toilet
Replace Ballcock with flushmaster
+ flapper.

35.⁰⁰

apt

2

Replace door locks
Dead Bolt + Entry.

45.⁰⁰

8

Repair Valve for Swamp cooler

20.⁰⁰

7

New Swamp cooler
Installed

200.⁰⁰

\$ 300.⁰⁰

June 15/09
\$300.00
2/1/09

Dan Savedra (928) 220-0999

2

K&M
Bldg. LC
5530

CONTRACTORS INVOICE

Parsons Plumbing
24412 Valentine Ave
Kingman Az. 86401

WORK PERFORMED AT:

Kennedy Apartments

TO: Don Benway
P.O. Box 4697
Palm Springs Ca 92263

DATE
12-14-09

YOUR WORK ORDER NO.

OUR BID NO.

DESCRIPTION OF WORK PERFORMED

12-4-09 - Responded to unit #6 complaining about water dripping from his ceiling. The problem was #6 swamper above on roof was leaking from overflow tube (as were #7, #8, & #9) however #6 roof was also leaking resulting in water dripping on ceiling. Shut off valves in closet only worked for #4, #5, & #10, others had needle valves on roof except #6. Installed temporary needle valves on 6 & drained down all swampers to be winterized. Told owner all ~~washers~~ seat washers need replaced except for #4, 5, & 10. Worked approx 6 hours but only charging for 2 hours at \$50 an hr. per agreement
Total - \$100.00

12-12-09 & 12-13-09 - Replaced seat washers in units swamper valves, except for #4, #5, & #10.
2 hours each day totalling 4 hours at \$50 an hr.
Total \$200.00

paid
check 1619 Complete Total \$300.00
6300.00
12/21/09

Day R

All Material is guaranteed to be as specified, and the above work was performed in accordance with the drawings and specifications provided for the above work, and was completed in a substantial workmanlike manner for the agreed sum of

Three Hundred & 00.00 Dollars (\$ 300.00)

This is a ☐ Partial ☒ Full invoice due and payable by:

ASAP

Month

Day

Year

February 16, 2010

City of Kingman
Water Department
310 N. 4th Street
Kingman, AZ 86401

Re: Don P. Benway
Account Number: 66402-941

Service Address:
301 Copper Street
Kingman, AZ 86401

To Whom It May Concern;

the water bill this month was higher than at this time last year. We had issues with the toilets in two of our vacant units that were running and we have since had this issue fixed. We did have a representative out from the water department and he noted that the water was constantly running to have the vacant units checked and it turns out this was the issue.

It would be greatly appreciated if you would be able to give me some type of credit towards this month's bill.

Thank you,



Michael Van Vliet – Property Manager

** SERVICE ORDER **

CYCLE/ROUTE: 01 05

** RECHECK METER **

CREW CODE:

SVC ORDER NO.: 296920

SECTION: DT DOWNTOWN

ISSUE DATE: 1/08/10

LOCATION ID: 941 CLASS: APARTMENTS

ISSUE TIME: 12:42:53

ADDRESS: 301 COPPER STREET

REQUEST DATE: 1/08/10

CITY: KINGMAN

USER ID: TWARE

CUSTOMER ID: 66402 NAME: BENWAY, DONALD P

PHONE: 760 325-2575

SERVICE/SEQ: WA 000 WATER

-- CURRENT --

-- NEW --

METER NUMBER : 59343676
LOCATION : A ALLEY

SPECIFIC LOC: _____

HAZARD : _____
READING SEQ : 6050

PREVIOUS: 1/04/10

CURRENT READING:

NEW READINGS:

TGAL 5074490.00

TGAL 5096490

----- COMPLETION INFORMATION -----

DATE: 1/11/10

MISC CHARGE:

AMT:

ACTION: TC

COMPLETION METHOD: METER READINGS

MISCELLANEOUS NOTE PLEASE CHECK READ 5074490 1/4/10

MISCELLANEOUS NOTE 5011080 11/30/10. 310-962-2466 DONALD
PLEASE CALL DONALD AT 310-962-2466 W/ RESULTS
TW

No Creep

5096490
507449016980 7 Days
4
20CALLED
DONALD
No Creep
Good rock

UT500002

City of Kingman Municipal Water
Change Service Order Comment Maintenance

4/29/10
09:54:26

Service Order

Type . : RC RECHECK METER Svc order nbr : 283941
Status : COMPLETED Issue date/time: 6/08/09 9:44:57
Customer ID . : 66402 BENWAY, DONALD P
Location ID . : 941 301 COPPER STREET
City : KINGMAN
Meter number . : 59343676
Service cd/Seq : WA 000 WATER

To complete service order type information, press Enter.

4=Delete 5=Display

Cmt Cd		Numeric Value	Prt
Opt (F4)	Alphanumeric Value	4 Decimals	Loc (F4)
NOTE	PLS RE-CK METER FOR MISREAD OR CREEP AND		4
NOTE	CONTACT CUSTOMER WITH RESULTS @760-325-2575		4
NOTE	LDC		4
NOTE	PER TC-METER CREEPING. WATER RUNNING OFF OF		4
NOTE	ROOF. CALLED LEFT MSG. READ IS 4846540. 8		4
NOTE	DAYS... 31,420 GLS.NAC		4
			+

F3=Exit F4=Prompt F12=Cancel F18=Enter readings

66402-941 Donald Benway
 Adjusting 2/1/2010 bill
 Adjusted to 3/2/2010 usage

SEWER	Original	Adjusted	Difference
Usage	62.49	26.00	36.49
Base	14.24	14.24	-
SS	51.24	21.32	29.92
Flow	88.11	36.66	51.45
BOD	48.12	20.02	28.10
Total	201.71	92.24	\$ 109.47

Base	14.24
SS	0.82
Flow	1.41
BOD	0.77
Total	3.00

Adjusted 1/1/2010 bill
 Adjusted to ave Sep-Nov09 usage

SEWER	Original	Adjusted	Difference
Usage	63.41	21.00	42.41
Base	14.24	14.24	-
SS	52.00	17.22	34.78
Flow	89.41	29.61	59.80
BOD	48.83	16.17	32.66
Total	204.47	77.24	\$ 127.23

Base	14.24
SS	0.82
Flow	1.41
BOD	0.77
Total	3.00

Adjusted 6/2/2009 bill
 Adjusted to 7/1/2009 usage

SEWER	Original	Adjusted	Difference
Usage	106.98	58.00	48.98
Base	9.49	9.49	-
SS	58.41	31.67	26.74
Flow	100.35	54.40	45.94
BOD	55.09	29.87	25.22
Total	223.34	125.43	\$ 97.91

Base	9.49
SS	0.546
Flow	0.938
BOD	0.515
Total	2.00

** S E R V I C E O R D E R **

CYCLE/ROUTE: 01 05

** E X T R A T R A S H H A U L **

1 CODE:

SVC ORDER NO.: 298412

SECTION: DT DOWNTOWN

ISSUE DATE: 1/29/10

LOCATION ID: 941 CLASS: APARTMENTS

ISSUE TIME: 10:02:14

ADDRESS: 301 COPPER STREET

REQUEST DATE: 1/29/10

CITY: KINGMAN

USER ID: LISAR

CUSTOMER ID: 66402 NAME: BENWAY, DONALD P

PHONE: 760 325-2575

SERVICE/SEQ: GS 000 SANITATION

----- C O M P L E T I O N I N F O R M A T I O N -----

DATE: ____/____/____ MISC CHARGE: EXTRA TRASH HAUL AMT: 15.00

ACTION: _____ COMPLETION METHOD: SVC ORDER MAINTENANCE

MISCELLANEOUS NOTE PER DONALD STATES THAT SOMEONE HAS DUMPED

MISCELLANEOUS NOTE STUFF NEXT TO THE DUMPSTER, STATES THAT
HE HASN'T HAD ANY TENANTS MOVE OUT. DOESN'T
FEEL THAT HE SHOULD HAVE TO PAY TO PICK THIS
UP. PLEASE CALL HIM AT 760 325 2575. LET
ME KNOW IF YOU'D LIKE FOR ME TO CONTACT
NEIGHBORHOOD SERVICES. LR

*A Benford
no
charge*

Service Order

Type . : OT OTHER Svc order nbr : 249502
Status : COMPLETED Issue date/time: 1/22/08 11:28:19
Customer ID . : 66402 BENWAY, DONALD P
Location ID . : 941 301 COPPER STREET
City : KINGMAN
Meter number . : 59343676
Service cd/Seq : GS 000 SANITATION

To complete service order type information, press Enter.

4=Delete 5=Display

Opt (F4)	Cmt Cd	Alphanumeric Value	Numeric Value 4 Decimals	Prt Loc (F4)
—	NOTE	PER MR. BENWAY STATES THAT SOMEONE HAS BEEN		4
—	NOTE	DUMPING 3 MATTRESSES SOFA CHAIR AND DOOR		4
—	NOTE	FROM VAN. PLEASE CALL 760 325 2575. LR		4
—	NOTE	PER ET-ONE LOAD-ABATEMENT.NAC		4
—				4
—				4
—				4
—				+

F3=Exit F4=Prompt F12=Cancel F18=Enter readings

Service Order

Type . : AB ABATEMENT-SANITATION DEPT Svc order nbr : 234966
Status : COMPLETED Issue date/time: 5/23/07 8:06:30
Customer ID . : 66402 BENWAY, DONALD P
Location ID . : 941 301 COPPER STREET
City . . . : KINGMAN
Meter number . : 59343676
Service cd/Seq : GS 000 SANITATION

To complete service order type information, press Enter.

4=Delete 5=Display

Cmt Cd

Opt (F4)

Alphanumeric Value

Numeric Value
4 Decimals

Prt
Loc
(F4)

NOTE	DONALD, OWNER, PHONED TO REPORT A SOFA THAT		4
NOTE	WAS DUMPED IN FRONT OF HIS APARTMENTS. HE		4
NOTE	MOVED IT OUT OF THE STREET AND WOULD LIKE		4
NOTE	TO HAVE IT REMOVED. IT WAS NOT HIM OR ANY		4
NOTE	OF HIS TENNANTS. PLEASE CALL HIM AT		4
NOTE	310-962-2466 WITH ANY QUESTIONS. SM		4
NOTE	PER ET-ONE.NAC		4

+

F3=Exit

F4=Prompt

F12=Cancel

F18=Enter readings